

Useful telephone numbers

Age UK County Durham	0191 386 3856
Durham County Council	0300 026 0000
Action Fraud (to report scams)	0300 123 2040
Victim Care and Advice Service (victim support FREEPHONE)	0303 040 1099
Citizens Advice Consumer Helpline	0345 404 0506
Police (report attempted scam)	101
First Contact / Social Care Direct	0300 026 7979
Telephone Preference Service	0345 070 0707
Mail Preference Service	www.mpsonline.org.uk
Trusted Person (add your personal contact number)	
Free telephone befriending services:	
Silver Talk	0800 093 0092
Age UK Call In Time	0800 434 6105

For more information contact

t 0191 374 6568

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w www.ageukcountydurham.org.uk

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Beat the Scammers



Keep safe from telephone scammers

Follow our Top Tips below to help avoid telephone scams and feel safer in your home

- 1 Say **'NO'** – do not engage in telephone conversations, say **“sorry I don't do business over the phone”** and hang up.
- 2 **Take five** – give yourself some time; don't be rushed in to making any decisions, stay calm and don't let the caller intimidate you. You can even get a second opinion from a trusted source.
- 3 **Do not** give out passwords, financial details or personal details over the phone.

Official organisations **would never** ask you to provide FULL passwords or ask for bank details to process a refund.

- 4 If you think an organisation might genuinely want to speak to you, **call it directly using a publicly available number**—for example, from a statement or an official website.
- 5 If you receive a call that feels suspicious, **hang up, wait a minute for the line to clear and then call back** on the official number.

If you think you have been contacted by a scammer, report it as soon as possible

Screen your calls

If you have caller display or an answer machine, consider only answering calls from numbers you recognise. Legitimate callers are likely to leave a message.

Phone a friend

If you hang up your home phone but the person you were talking to does not, they can stay on the line and intercept your next outgoing call.

To check that this isn't happening, phone a friend or relative whose voice you recognise and then ring the organisation you need to speak to.

NEVER
reply to scam texts,
they usually charge
premium rates and
they use them to find
out if your mobile
number is genuine

What to do if you
receive a suspicious
text
Forward the message
to 7726 making sure
you include the
senders' number